STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	15G121	A. BUILDING 00 B. WING	09/14/2011

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PASSAGES INC	125 NORTH 200 EAST COLUMBIA CITY, IN46725

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W0000	This visit was for a fundamental annual recertification and state licensure survey. Dates of Survey: September 13 and 14, 2011. Facility number: 000658 Provider number: 15G121 AIM number: 100234300 Surveyor: Kathy Wanner, Medical Surveyor III The following federal deficiencies also reflect state findings in accordance with 431 IAC 1.1. Quality Review completed 9/21/11 by Ruth Shackelford, Medical Surveyor III.	W0000		
W0149	The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on record review and interview, the facility failed to ensure the direct care staff were following the Reporting Incidents of Abuse, Neglect, Exploitation, Etc. policy as indicated in 1 of 24 Bureau of Developmental Disabilities Services (BDDS) reports for 1 of 4 sampled clients (client #1). Findings include:	W0149	**Whati corrective actior(s) will be accomplished fior tihese residentis fiound tio have been afiectied by tihe deficienti practice** A ftull investgaton oft the allegaton oft verbal abuse toward client#1 was completed. The allegaton oft abuse was substantated , and the employee was terminated. **How will we identifiy otihers residentis having tihe potiential tio be afiectied by tihe same deficienti**	10/02/2011

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE

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	Facility records were reviewed on 9/13/11 at 1:59 P.M. including the BDDS reports between the dates of 11/10/10 and 9/13/11. The BDDS reports indicated the following: - a BDDS report dated 8/12/11 for an incident on 8/11/11 at 7:15 A.M. indicated "On 8/11/11 [client #1] reported to the Qualified Developmental Disabilities Professional (QDDP) that he had a situation in the group home this morning that upset him. [Client #1] said he got up early to take a shower in the morning since he was going to be out with his mother in the afternoon, when it was his assigned shower time. A staff member [staff #10] 'got in my face and was yelling at me and being disrespectful to me.' An investigation was started. On 8/11/11 at 10:30 P.M. a third shift (staff #5) called the group home manager to report he had witnessed the incident from the morning of 8/11/11 between [client #1] and [staff #10]. He reported (staff #10) had been verbally abusive to [client #1]. He had observed [staff #10] standing within an inch of [client #1's] face yelling at [client #1] for about 2 minutes. He (staff #5) further reported that she (staff #10) then sent him (client #1) to his room to calm down for over an hour. [Staff #10] was suspended from duty beginning 8/12/11		**practice:** Staft training regarding Passages policy to prohibit abuse, neglect, and mistreatment was provided to all staft working in this home. **Whati measures will be puti intio place or whati systiemic changes will be made tio ensure tihati tihe deficienti practices do noti recur** Staft training regarding Passages policy to prohibit abuse, neglect, and mistreatment is provided upon hire and annually thereafter **How will tihe corrective actions be monitiored tio ensure tihe deficienti practice will noti recur** QDDP will ensure training is provided regarding Passages abuse, neglect, and mistreatment policy upon hire and annually thereafter by reviewing training documentaton annually and when new employees are hired. QDDP will ensure all allegatons oft abuse, neglect, and mistreatment is reported immediately to the appropriate enttes . **Whati is tihe datie by which tihe systiemic changes will be completied** 10/2/11	

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	pending the outcome of the investigation." - a BDDS follow-up report dated 8/16/11 indicated the following: "Staff was not suspended immediately when [client #1] made his report due to the uncertainty of whether [client #1] was exaggerating or falsifying the truth...The staff that reported the incident was counseled on 8/18/11 on the importance of reporting incidents immediately." - a BDDS follow-up report dated 8/16/11 indicated the following: "On 8/11/11 [staff #10] worked two shifts 6:45 A.M.-8:15 A.M. (when the incident occurred) and 2:45 P.M.-10:30 P.M.. Staff #10 also worked 6:45 A.M. - 8:15 A.M. on 8/12/11." The allegation of abuse was substantiated, and staff #10 was terminated on 8/15/11. The facility Reporting Incidents of Abuse, Neglect, Exploitation, Etc. policy dated 3/11, was reviewed on 9/14/11 at 9:20 A.M.. The policy indicated the following: " It is the policy of [Name of facility] that abuse/neglect of clients served will not be tolerated, and that all reports of abuse/neglect or other incidents involving persons served be reported to the proper authorities to ensure the protection of human rights....Any staff who suspects an individual is the victim of abuse or			

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	neglect shall report it...Any staff suspected of abuse, neglect or exploitation will be suspended until the case is fully investigated [name of facility] will remove the staff person from direct contact with consumers...." An interview was conducted with the QDDP on 9/14/11 at 1:40 P.M.. When asked if staff had followed the agency policy the QDDP stated, "No." The QDDP indicated they had completed an investigation and the allegation was found to be substantiated. The QDDP indicated staff #10 had continued to work in the home after client #1 had made the allegation. The QDDP indicated staff #5 had not immediately reported the incident of abuse between client #1 and staff #10. 1.1-3-2(a)			
W0153	The facility must ensure that all allegations of mistreatment, neglect or abuse, as well as injuries of unknown source, are reported immediately to the administrator or to other officials in accordance with State law through established procedures. Based on record review and interview, the facility failed to ensure an allegation of	W0153	**Whati corrective actior(s) will be accomplished fior tihese residentis**	10/02/2011

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	staff abuse involving 1 of 4 sampled clients (client #1) was immediately reported to the administrator and the Bureau of Developmental Disabilities Services (BDDS) reports as evidenced in 1 of 24 BDDS reports reviewed, in accordance with state law. Findings include: Facility records were reviewed on 9/13/11 at 1:59 P.M. including the BDDS reports between the dates of 11/10/10 and 9/13/11. The BDDS reports indicated the following: - a BDDS report dated 8/12/11 for an incident on 8/11/11 at 7:15 A.M. indicated "On 8/11/11 [client #1] reported to the Qualified Developmental Disabilities Professional (QDDP) that he had a situation in the group home this morning that upset him. [Client #1] said he got up early to take a shower in the morning since he was going to be out with his mother in the afternoon, when it was his assigned shower time. A staff member [staff #10] 'got in my face and was yelling at me and being disrespectful to me.' An investigation was started. On 8/11/11 at 10:30 P.M. a third shift (staff #5) called the group home manager to report he had witnessed the incident from the morning of 8/11/11 between [client #1] and [staff		**fiound tio have been afiectied by tihe deficienti practice** Staft who observed incident oft abuse was retrained on Passages policy oft reportng incidents oft abuse, neglect, mistreatment immediately. **How will we identifiy otihers residentis having tihe potiential tio be afiectied by tihe same deficienti practice:** All staft was provided training on Passages policy oft reportng incidents oft abuse, neglect, mistreatment immediately. **Whati measures will be puti intio place or whati systiemic changes will be made tio ensure tihati tihe deficienti practices do noti recur** All allegatons oft abuse, neglect, and mistreatment will be reported to the appropriate enttes immediately per agency policy. **How will tihe corrective actions be monitiored tio ensure tihe deficienti practice will noti recur** QDDP will ensure all allegatons oft abuse, neglect, and mistreatment is reported immediately per Passages policy. QDDP will ensure staft receives training upon hire and annually thereafter on Passages policy oft reportng incidents oft abuse, neglect, and mistreatment immediately. **Whati is tihe datie by which tihe systiemic changes will be completied** 10/2/11	

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	#10]. He reported (staff #10) had been verbally abusive to [client #1]. He had observed [staff #10] standing within an inch of [client #1's] face yelling at [client #1] for about 2 minutes. He (staff #5) further reported that she (staff #10) then sent him (client #1) to his room to calm down for over an hour. [Staff #10] was suspended from duty beginning 8/12/11 pending the outcome of the investigation." - a BDDS follow-up report dated 8/16/11 indicated the following: "Staff was not suspended immediately when [client #1] made his report due to the uncertainty of whether [client #1] was exaggerating or falsifying the truth...The staff that reported the incident was counseled on 8/18/11 on the importance of reporting incidents immediately." An interview was conducted with the QDDP on 9/14/11 at 1:40 P.M.. The QDDP indicated they had completed an investigation and the allegation was found to be substantiated. The QDDP indicated staff #5 had not immediately reported the incident of abuse between client #1 and staff #10. 1.1-3-2(a)			

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W0155	The facility must prevent further potential abuse while the investigation is in progress. Based on record review and interview, the facility failed to immediately suspend a staff to ensure the possibility of further potential abuse after 1 of 4 sampled clients (client #1) made an allegation of staff abuse. Findings include: Facility records were reviewed on 9/13/11 at 1:59 P.M. including the BDDS reports between the dates of 11/10/10 and 9/13/11. The BDDS reports indicated the following: - a BDDS report dated 8/12/11 for an incident on 8/11/11 at 7:15 A.M. indicated "On 8/11/11 [client #1] reported to the Qualified Developmental Disabilities Professional (QDDP) that he had a situation in the group home this morning that upset him. [Client #1] said he got up early to take a shower in the morning since he was going to be out with his mother in the afternoon, when it was his assigned shower time. A staff member [staff #10] 'got in my face and was yelling	W0155	**Whati corrective actior(s) will be accomplished fior tihese residentis fiound tio have been afiectied by tihe deficienti practice** Employees who are alleged to have engaged in abuse, neglect, or mistreatment will be suspended immediately pending the outcome oft a thorough investgaton. **How will we identifiy otihers residentis having tihe potiential tio be afiectied by tihe same deficienti practice:** Employees who are alleged to have engaged in abuse, neglect, or mistreatment will be suspended immediately pending the outcome oft a thorough investgaton. **Whati measures will be puti intio place or whati systiemic changes will be made tio ensure tihati tihe deficienti practices do noti recur** Staft training regarding Passages policy regarding abuse, neglect, and mistreatment will be provided upon hire and annually thereafter. **How will tihe corrective actions be monitiored tio ensure tihe deficienti practice will noti recur** QDDP will ensure all policies related to abuse, neglect, and mistreatment is being ftollowed	10/02/2011

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	at me and being disrespectful to me.' An investigation was started. On 8/11/11 at 10:30 P.M. a third shift (staff #5) called the group home manager to report he had witnessed the incident from the morning of 8/11/11 between [client #1] and [staff #10]. He reported (staff #10) had been verbally abusive to [client #1]. He had observed [staff #10] standing within an inch of [client #1's] face yelling at [client #1] for about 2 minutes. He (staff #5) further reported that she (staff #10) then sent him (client #1) to his room to calm down for over an hour. [Staff #10] was suspended from duty beginning 8/12/11 pending the outcome of the investigation." - a BDDS follow-up report dated 8/16/11 indicated the following: "Staff was not suspended immediately when [client #1] made his report due to the uncertainty of whether [client #1] was exaggerating or falsifying the truth...The staff that reported the incident was counseled on 8/18/11 on the importance of reporting incidents immediately." - a BDDS follow-up report dated 8/16/11 indicated the following: "On 8/11/11 [staff #10] worked two shifts 6:45 A.M.-8:15 A.M. (when the incident occurred). and 2:45 P.M.-10:30 P.M.. Staff #10 also worked 6:45 A.M. - 8:15 A.M. on 8/12/11." The allegation of abuse was		QDDP will ensure training is provided regarding Passages abuse, neglect, and mistreatment policy upon hire and annually thereafter by reviewing training documentaton annually and when new employees are hired. **Whati is tihe datie by which tihe systiemic changes will be completied** 10/2/11	

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	substantiated, and staff #10 was terminated on 8/15/11. An interview was conducted with the QDDP on 9/14/11 at 1:40 P.M.. The QDDP indicated they had completed an investigation and the allegation was found to be substantiated. The QDDP indicated staff #10 had continued to work in the home after client #1 had made the allegation. 1.1-3-2(a)			